

### **CommSecIRESS Troubleshooting Guide Safari & Internet Explorer**

This guide is designed to assist you with launching CommSecIRESS using the Microsoft Internet Explorer Browser or Apple's Safari Browser

The minimum requirements for each browser are:

**Microsoft Windows:** Internet Explorer 10/11 – Microsoft Edge is not compatible with Java

**Apple Macintosh:** Please ensure that the Mac Operating System is at the minimum version of "**Lion**" or newer.

Please ensure **ALL** the troubleshooting steps below are taken for your respective browser before attempting to re- launch CommSecIRESS if you encounter issues loading the program

## **SAFARI**

### **Enabling Java Plug-Ins in Safari**

JAVA plug-ins may not be enabled on SAFARI, so you will have to manually change the settings to allow this specifically for the CommSec Website

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences
2. In the window that appears, click the Security tab
3. Select the option "Allow Plug-Ins" then click on "Manage Website Settings"
4. On left hand side the menu will show "Java" as an available program. Click on it.
5. The menu on the right hand side will display websites that have attempted to use Java. You should see [www.commseccom.au](http://www.commseccom.au) as one of the websites. Please ensure that the option next to the web address is selected as "ON" or "ALLOW ALWAYS"

### **Enabling Cookies in Safari**

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences
2. In the window that appears, click the Privacy tab
3. Where the menu says "Block Cookies" select the option "Never"

### **Clearing History in Safari**


1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy tab. Click the button Remove All Website Data
3. Click Remove Now in the pop up window that appears.

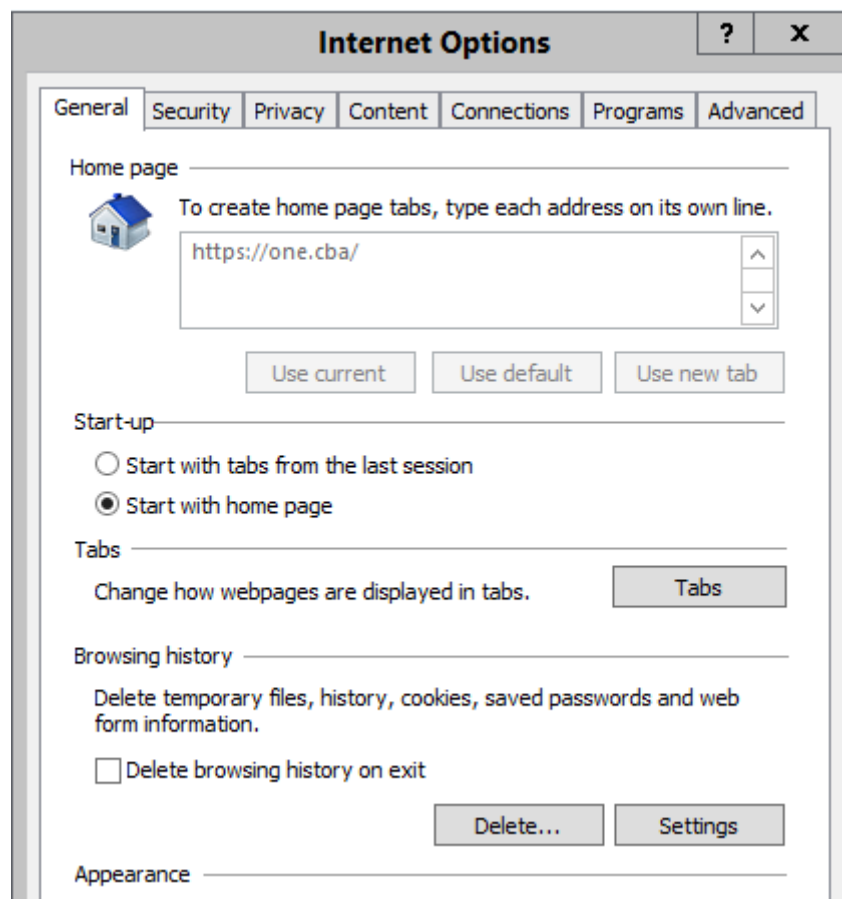
## **Clearing Java Cache on Mac**

1. Click on the Apple icon at the top of the Mac desktop
2. Click the “System Preferences” icon to open
3. Click on “Java” icon to open “Java Control Panel”
4. In Java Control Panel click on “Settings” under “Temporary Internet Files”
5. Click on the Delete Files button on Temporary Internet Files window
6. This will open the Delete Files and Applications window, click OK to confirm delete

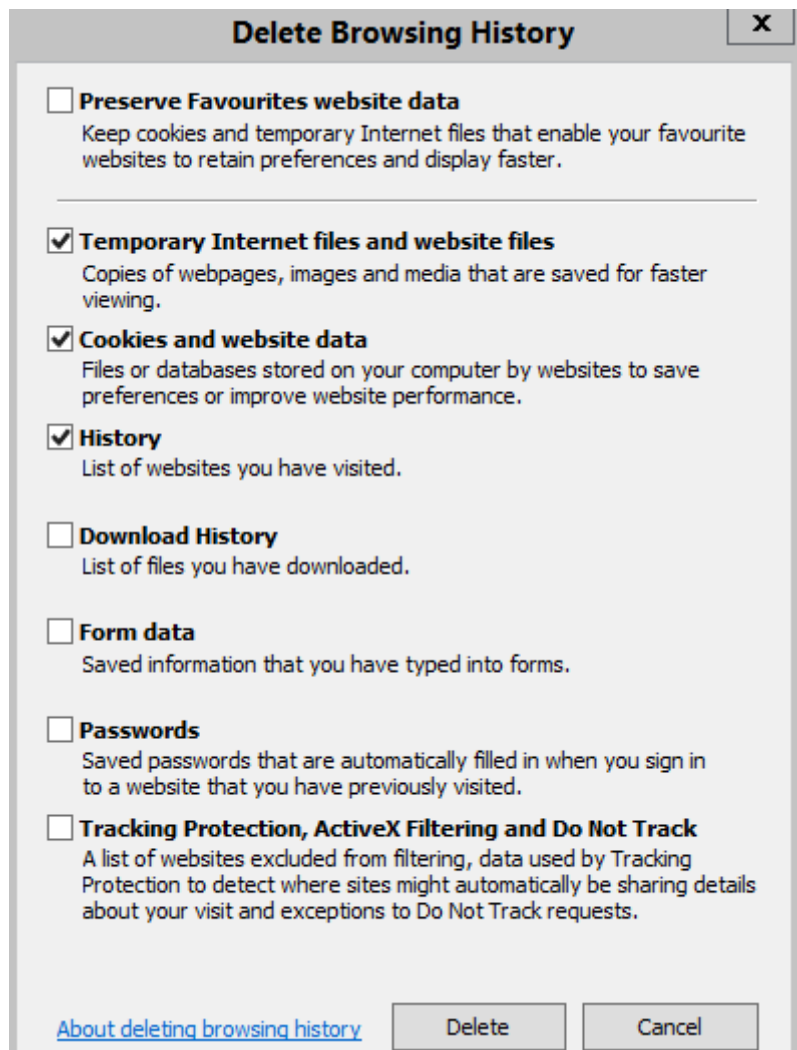
## MICROSOFT INTERNET EXPLORER

### Deleting Temporary Files from Internet Explorer


1. Click on the “Tools” icon in the top right hand corner of Internet Explorer and then select “Internet Options” 
2. Select the “General” Tab
3. Click on the option delete under “Browsing History” as per below screenshot

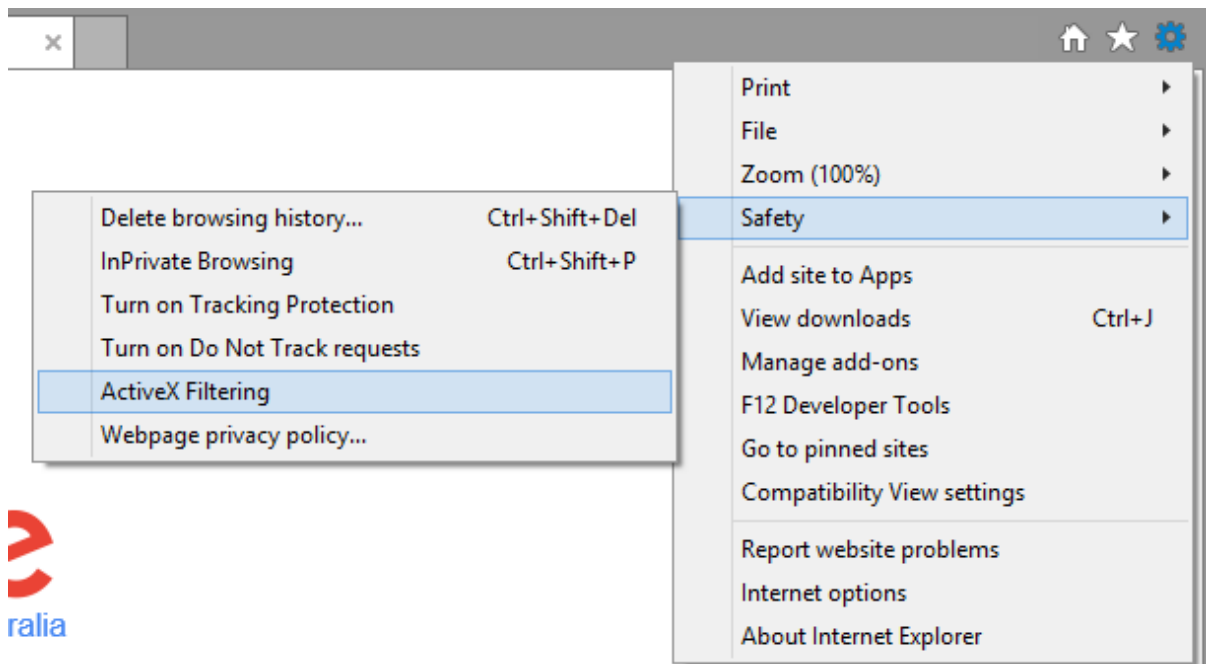


4. Ensure the following options below are checked on the next window presented and click “Delete”




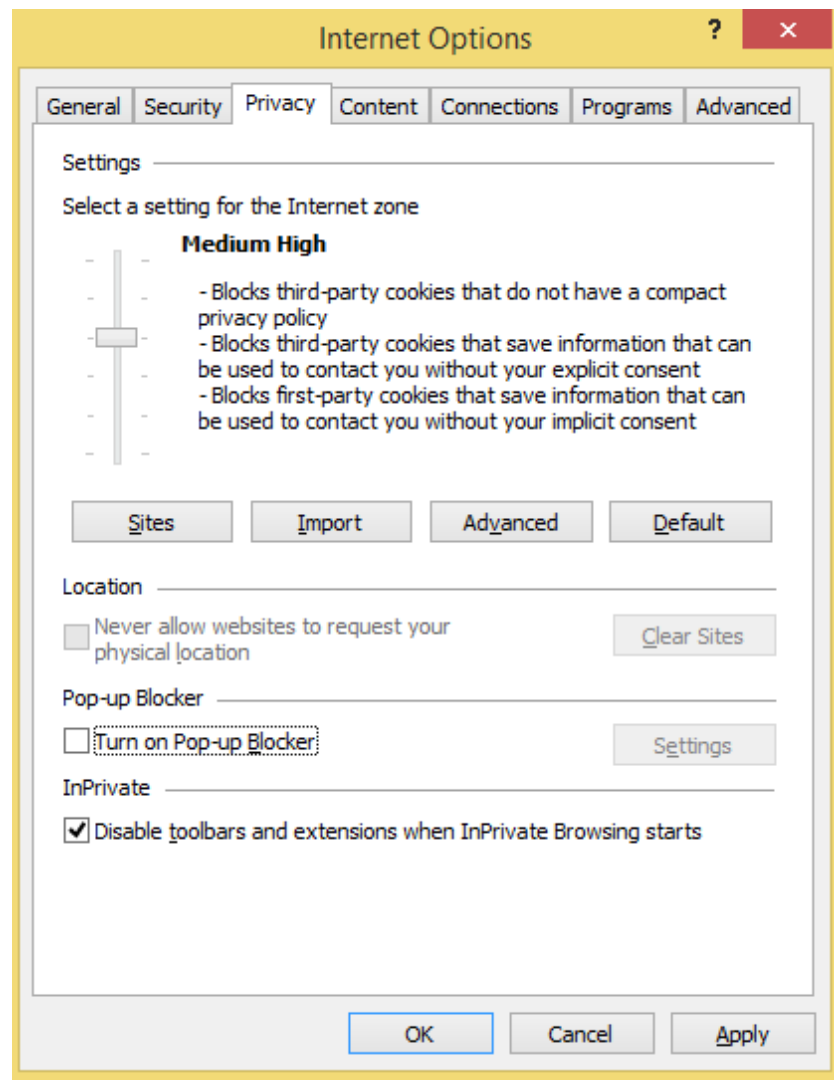
## Disabling ActiveX Filtering in Internet Explorer

1. Click on the “Tools” icon  in the top right hand corner of Internet Explorer and then select “Safety”
2. On the option titled “ActiveX Filtering” please ensure that it does not have a Tick in it. Click on it if it does to remove it and ensure it looks like the screenshot below




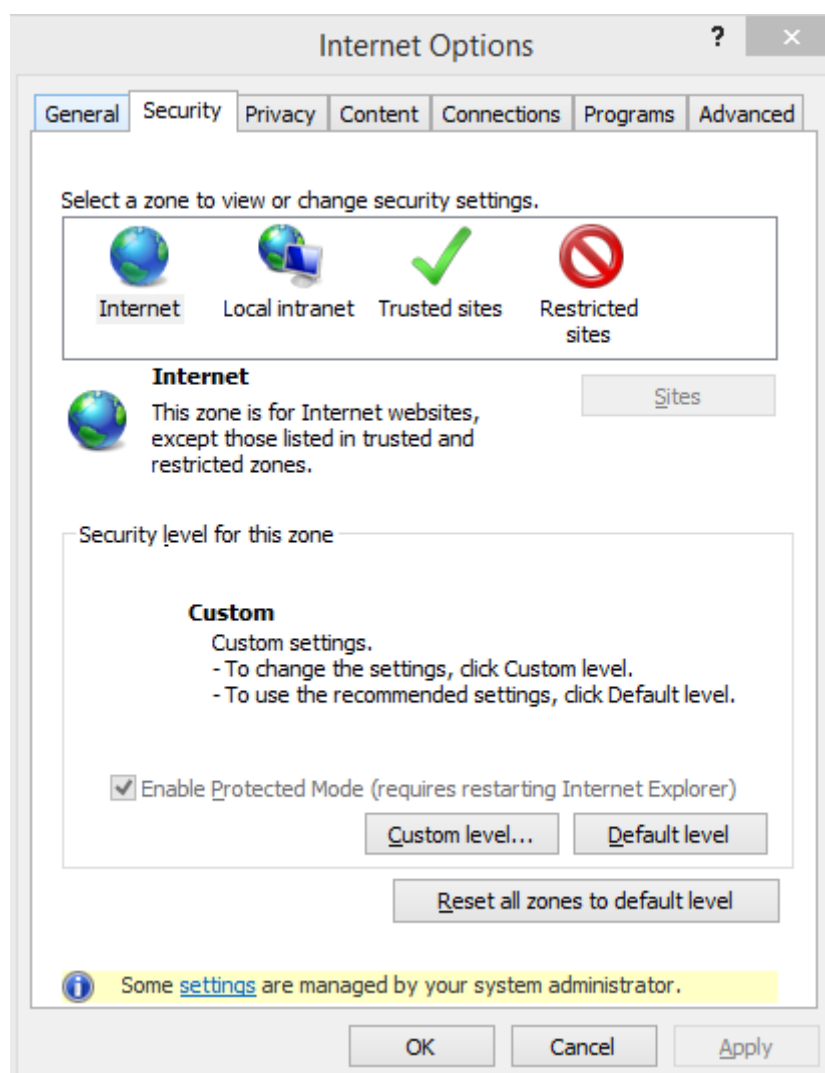
## Activating Pop-Ups in Internet Explorer

1. Click on the “Tools” icon in the top right hand corner of Internet Explorer and then select “Internet Options” 
2. Select the “Privacy” Tab
3. Untick the option “Turn On Pop-Up Blocker” as per below screenshot

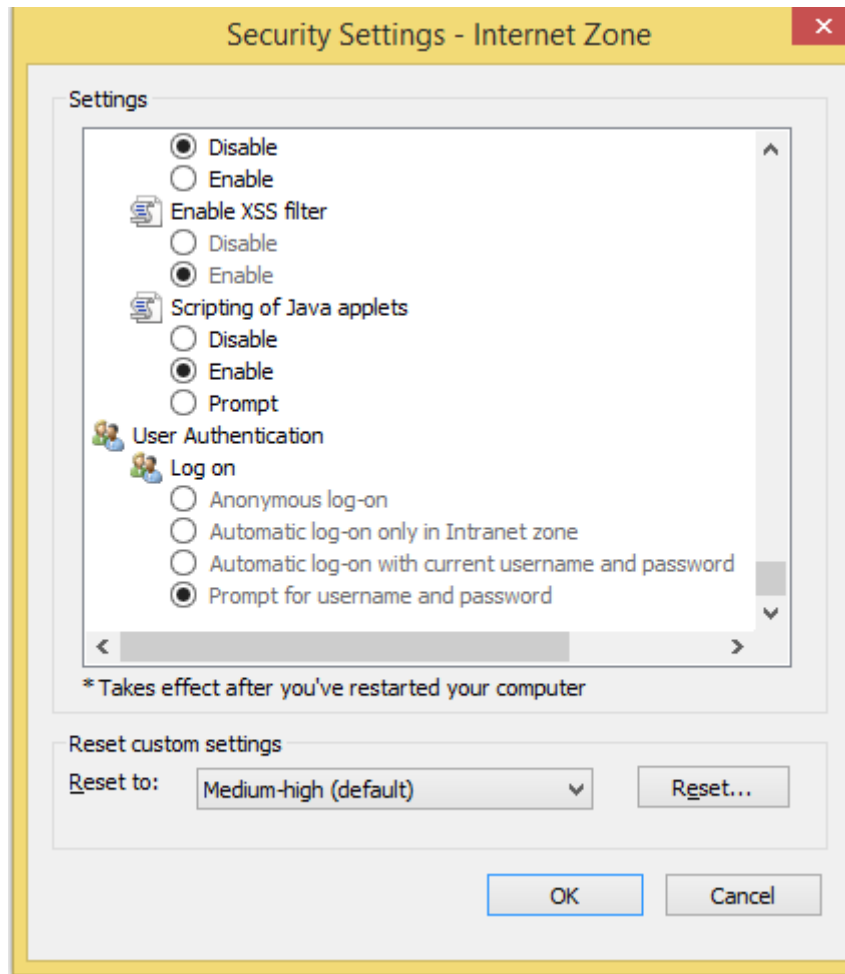


## Enabling Java in Internet Explorer


1. Click on the “Tools” icon in the top right hand corner of Internet Explorer and then select “Internet Options” 
2. Select the Security tab, select the “Internet” zone and select the “Custom Level” button
3. Scroll down to Scripting of Java applets
4. Make sure the “Enable” radio button is checked
5. Click OK to save your preference

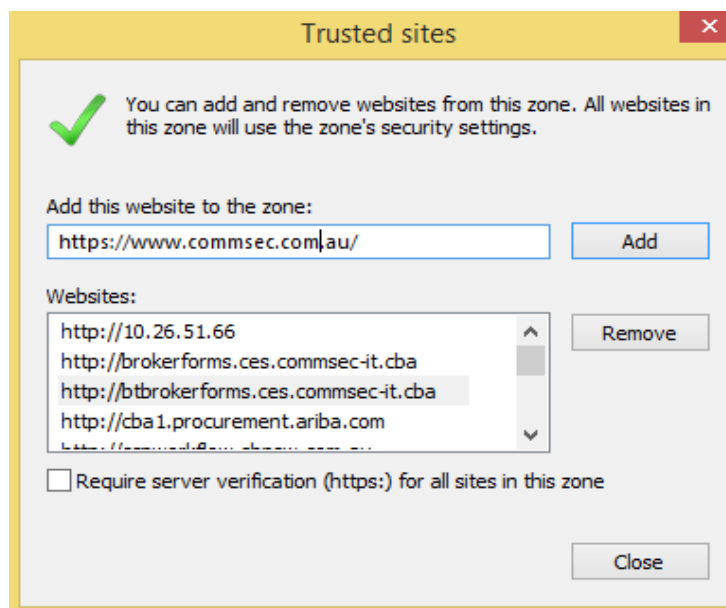
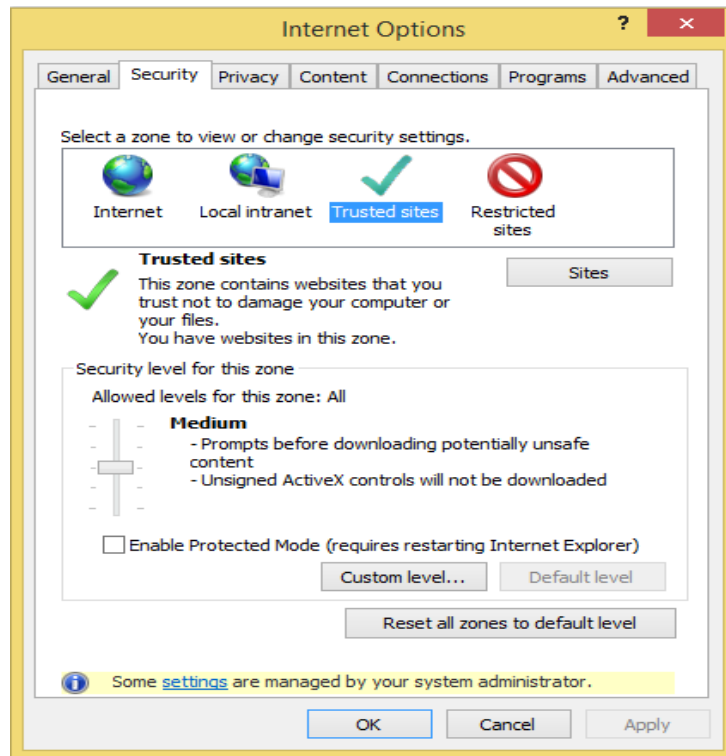







## Adding CommSec as a Trusted Site

1. Click on the “Tools” icon in the top right hand corner of Internet Explorer 
2. Select the “Security” Tab and click on the option “Trusted Sites”
3. Click on the menu option “Sites”
4. On the next page enter in the field <https://www.commsec.com.au> and click “Add”



## Enabling Cookies in Internet Explorer

1. Click on the “Tools” icon in the top right hand corner of Internet Explorer and then select “Internet Options” 
2. Select the “Privacy” Tab
3. Click on the menu option “Sites”
4. Add [www.commsec.com.au](http://www.commsec.com.au) and to the dialog box and click “allow”
5. Add [www.iress.com.au](http://www.iress.com.au) and to the dialog box and click “allow”
6. Click “OK” and then click “Apply” on return to the privacy tab

